

KPMG Consulting – Verizon Responses regarding New Jersey Exception Report #7

Exception #:	7
Component:	KPMG Consulting is unable to replicate certain Metric values as reported by Verizon on the Carrier-to-Carrier Report.
Domain:	Metrics
Date Uncovered by KPMG:	11/13/00
Date VERIZON Received:	11/13/00
Date VERIZON Responded:	12/11/00
KPMG Summary Statement and	As KPMG Consulting is unable to consistently replicate metrics values, KPMG Consulting cannot verify that the metrics values reported by Verizon on Carrier-to-Carrier reports are accurate. Without accurate Carrier-to-Carrier reports, CLECs will be unable to determine whether or not they are receiving the levels of service mandated in the Carrier-to-Carrier Guidelines.
KPMG Consulting Update:	<p><u>KPMG Consulting’s 01/31/01 Update to Response</u> KPMG Consulting completed further analysis on the November 2000 CLEC Aggregate Carrier-to-Carrier Report.</p> <p>KPMG Consulting was able to match 98.11% Pre-Ordering values, 99.15% Ordering values, 99.10% Provisioning values, 98.90% Maintenance and Repair values, 95.24% Network Performance values, 100% Billing values, 100% Operator Services and Databases values, and 100% General values on the November 2000 CLEC Aggregate Carrier-to-Carrier Report.</p> <p>Based on these results, KPMG Consulting has determined that Verizon has improved the accuracy of its published Carrier-to-Carrier Reports.</p> <p>However, as indicated by Verizon in their 12/11/00 response to the Exception, KPMG Consulting is still waiting for the refile of the June, July, August, and September 2000 Carrier-to-Carrier Reports that were scheduled for delivery on January 5, 2001.</p>
KPMG Consulting Response:	<p><u>KPMG Consulting’s 01/04/01 Reply to Verizon’s 12/11/00 Response</u> After completing further analysis on the June CLEC Aggregate Carrier-to-Carrier Report, KPMG Consulting has made several revisions to Table 1. Highlighted in blue indicate where changes / additions have been made. Where a number has been changed, the original number has been included in parentheses. Highlighted in orange are metrics that, after further analysis, KPMG Consulting believes do not have reporting discrepancies and are considered closed. A column has been added to the end to summarize the</p>

findings of KPMG Consulting after both reading the Verizon response and conducting further analysis of the data.

VERIZON Response:

12/11/00 Response to Exception

Verizon has investigated the problems with the June Carrier to Carrier report identified by KPMG. Inexperience in producing this report was the primary cause of the issues cited by KPMG in Exception 7. To correct this Verizon has appointed a full time Director to oversee the production of the reports for NJ. The Director has experience in successfully managing the Carrier to Carrier reports for the New England states. Carrier to Carrier Reports for the November data month will reflect the corrected process.

In addition to this corrective action, Verizon will be refileing the Carrier to Carrier reports for the months of June, July, August, September and October, with the corrections and updates. The corrected reports are scheduled for delivery by January 5, 2001.

Table 1: Metrics on the June CLEC Aggregate Carrier to Carrier (“C2C”) report, which KPMG Consulting was unable to replicate.

Metric Number	Metric Description	Product	Product Type	Value	Difference		Finding	Verizon Response	KPMG Response (12/27/00)
					Verizon	KPMG			
PO-2-01	OSS Interface Availability – Total - Electronic Bonding - Maintenance	Resale	Electronic Bonding	Percentage	100.00	NA	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	1	No Value			
PO-2-02	OSS Interface Availability – Prime Time - Electronic Bonding - Maintenance	Resale	Electronic Bonding	Percentage	(0.00) 100.00	No Value	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	KPMG entered Verizon’s reported number incorrectly in this table.
				Observations	0	No Value			
PO-2-03	OSS Interface Availability – Non-Prime Time - Electronic Bonding - Maintenance	Resale	Electronic Bonding	Percentage	0.00	NA	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	1	No Value			
PO-3-04	% Answered within 20 Seconds – Repair Bridgewater/East Brunswick	Resale		Percentage	87.10	No Value	Verizon populated values incorrectly on C2C Report.	The incorrect standard was used for June. The correct standard was used from July forward.	Closed. After further analysis of the data, KPMG does match the Verizon value.
PO-5-01	Average Notice	CLEC		Average	16.75	17.23	Verizon		

Metric Number	Metric Description	Product	Product Type	Value	Difference		Finding	Verizon Response	KPMG Response (12/27/00)
					Verizon	KPMG			
	of Interface Outage			Observations	12	13	populated values incorrectly on C2C Report.		
OR-1-03	Average LSRC Time < 6 Lines - Electronic (No Flow-Through)	Resale	POTS & Pre-qualified Complex	Average	UD	19.78	Verizon populated values incorrectly on C2C Report.		
OR-1-07	Average LSRC Time < 6 Lines - Fax	UNE	Complex Services Aggregate	Average	NA	1.82	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
OR-1-08	% On Time LSRC < 6 Lines - Fax	UNE	Complex Services Aggregate	Percentage	NA	100.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
OR-2-04	% On Time LSR Reject < 6 Lines - Electronic (No Flow-Through)	UNE	POTS Platform	Percentage	100.00	0.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
OR-4-04	Work Completion Notice - Avg Response Time	Resale	POTS / Special Services - Aggregate	Average	NA	0.00	Verizon populated values incorrectly on C2C Report.		
				Observations	No Value	2223			
OR-4-04	Work Completion Notice - Avg Response Time	UNE	POTS / Special Services - Aggregate	Average	NA	0.00	Verizon populated values incorrectly on C2C Report.		
				Observations	No Value	2469			
OR-4-05	Work Completion Notice - % On Time	Resale	POTS / Special Services Aggregate	Percentage	NA	100.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	22223			
OR-4-05	Work Completion	UNE	POTS / Special	Percentage	NA	100.00	Verizon populated	Verizon concurs with	Agree.

Metric Number	Metric Description	Product	Product Type	Value	Difference		Finding	Verizon Response	KPMG Response (12/27/00)
					Verizon	KPMG			
	Notice - % On Time		Services Aggregate	Observations	No Value	2469	values incorrectly on C2C Report.	KPMG. This metric was reported incorrectly.	
OR-4-06	Avg Duration - Work Completion (SOP) to Bill Comp	Resale	POTS / Special Services Aggregate	Average	NA	UD	Verizon populated value incorrectly on C2C Report. Should have been reported as UD.		
OR-4-07	% SOP to Bill Completion >= 5 Business Days	Resale	POTS / Special Services Aggregate	Percentage	NA	96.58	Verizon populated values incorrectly on C2C Report.	VZ concurs with KPMG. The metric was reported incorrectly. Per NJ Board Order it should have been reported as UD until July 2000.	Agree.
				Observations	No Value	20688			
OR-4-07	% SOP to Bill Completion >= 5 Business Days	UNE	POTS / Special Services Aggregate	Percentage	NA	94.46	Verizon populated values incorrectly on C2C Report.	VZ concurs with KPMG. The metric was reported incorrectly. Per NJ Board Order it should have been reported as UD until July 2000.	Agree.
				Observations	No Value	1788			
OR-4-08	% SOP to Bill Completion > 1 Business Day	Resale	POTS / Special Services Aggregate	Percentage	NA	76.90	Verizon populated values incorrectly on C2C Report.	VZ concurs with KPMG. The metric was reported incorrectly. Per NJ Board Order it should have been reported as UD until July 2000.	Agree.
				Observations	No Value	20688			
OR-4-08	% SOP to Bill Completion > 1	UNE	POTS / Special	Percentage	NA	83.45	Verizon populated	VZ concurs with KPMG.	Agree.

Metric Number	Metric Description	Product	Product Type	Value	Difference		Finding	Verizon Response	KPMG Response (12/27/00)
					Verizon	KPMG			
	Business Day		Services Aggregate	Observations	No Value	2468	values incorrectly on C2C Report.	The metric was reported incorrectly. Per NJ Board Order it should have been reported as UD until July 2000.	
OR-4-09	% SOP to Bill Completion w/in 3 Business Days	Resale	POTS / Special Services Aggregate	Percentage	NA	0.00	Verizon populated values incorrectly on C2C Report.	VZ concurs with KPMG. The metric was reported incorrectly. Per NJ Board Order it should have been reported as UD until July 2000.	Agree.
				Observations	No Value	22178			
OR-4-09	% SOP to Bill Completion w/in 3 Business Days	UNE	POTS / Special Services Aggregate	Percentage	NA	0.00	Verizon populated values incorrectly on C2C Report.	VZ concurs with KPMG. The metric was reported incorrectly. Per NJ Board Order it should have been reported as UD until July 2000.	Agree.
				Observations	No Value	2468			
OR-4-10	% SOP to Provisioning Completion w/in 2 Business Days	Resale	POTS / Special Services Aggregate	Percentage	NA	0.00	Verizon populated values incorrectly on C2C Report.	VZ concurs with KPMG. The metric was reported incorrectly. Per NJ Board Order it should have been reported as UD until July 2000.	Agree.
				Observations	No Value	22178			
OR-4-10	% SOP to Provisioning Completion w/in 2 Business Days	UNE	POTS / Special Services Aggregate	Percentage	NA	0.00	Verizon populated values incorrectly on C2C Report.	VZ concurs with KPMG. The metric was reported incorrectly. Per NJ Board Order it should have been reported as UD until July 2000.	Agree.
				Observations	No Value	2468			

Metric Number	Metric Description	Product	Product Type	Value	Difference		Finding	Verizon Response	KPMG Response (12/27/00)
					Verizon	KPMG			
OR-4-11	% SOP Comp Ord w/out a BCN and PCN w/in 3 Business Days	Resale	POTS / Special Services Aggregate	Percentage	NA	0.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	22178			
OR-4-11	% SOP Comp Ord w/out a BCN and PCN w/in 3 Business Days	UNE	POTS / Special Services Aggregate	Percentage	NA	0.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	5520			
OR-7-01	% Order Confirmation/Rejects Sent Within 3 Business Days - POTS	Resale	POTS & Pre-qualified Complex	Percentage	(0.00) 92.7	92.7	Verizon populated values incorrectly on C2C Report. Should have been reported as UD.	Verizon concurs with KPMG. This metric was reported incorrectly.	KPMG entered Verizon's reported number incorrectly in this table. The Percentage issue is closed but the discrepancy with the Observations remains open.
				Observations	11187	26637			
OR-7-01	% Order Confirmation/Rejects Sent Within 3 Business Days - POTS	UNE	POTS & Pre-qualified Complex	Percentage	79.75	0.00	Verizon populated values incorrectly on C2C Report. Should have been reported as UD.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	237	4			
MR-1-01	Average Response Time - Create Trouble - Web GUI	Retail	Web GUI	Average	8.09	6.62	Verizon populated value incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	152	372			
MR-1-01	Average Response Time - Create Trouble - Web GUI	Retail	Web GUI	Average	8.09	6.62	Verizon populated value incorrectly on C2C Report.		

Metric Number	Metric Description	Product	Product Type	Value	Difference		Finding	Verizon Response	KPMG Response (12/27/00)
					Verizon	KPMG			
MR-1-01	Average Response Time - Create Trouble - Web GUI	CLEC	Web GUI	Average	6.83	6.93	Verizon populated value incorrectly on C2C Report.		
MR-1-02	Average Response Time - Create Trouble - Electronic Bonding	Retail	Electronic Bonding	Average	5.38	.94	Verizon populated value incorrectly on C2C Report.		
MR-1-03	Average Response Time - Modify Trouble - Web GUI	Retail	Web GUI	Average	8.10	(6.71) 6.62	Verizon populated value incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	After further analysis of the data, KPMG has calculated a new value.
MR-1-03	Average Response Time - Modify Trouble - Electronic Bonding	Retail	Electronic Bonding	Average	8.10	6.62	Verizon populated value incorrectly on C2C Report.		
MR-1-03	Average Response Time - Modify Trouble - Web GUI	CLEC	Web GUI	Average	6.00	(7.00) 8.18	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	After further analysis of the data, KPMG has calculated a new value.
MR-1-04	Average Response Time - Request Cancellation of Trouble - Web GUI	Retail	Web GUI	Average	9.35	(7.00) 8.18	(Unknown) Verizon populated value incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	After further analysis of the data, KPMG has calculated a new value.
				Observations	8.32	14			
MR-1-04	Average Response Time - Request Cancellation of Trouble - Electronic Bonding	Retail	Electronic Bonding	Average	9.35	8.18	Verizon populated values incorrectly on C2C Report.		
				Observations	8.32	14			
MR-1-04	Average Response Time - Request Cancellation of Trouble - Web GUI	CLEC	Web GUI	Average	5.67	5.53	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
MR-1-05	Average Response Time - Request Cancellation of Trouble - Web GUI	Retail	Web GUI	Average	.71	(.56) .55	(Unknown) Verizon populated value incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	After further analysis of the data, KPMG has calculated a new value.

Metric Number	Metric Description	Product	Product Type	Value	Difference		Finding	Verizon Response	KPMG Response (12/27/00)
					Verizon	KPMG			
	- Trouble Report History (by TN/Circuit) - Web GUI			Observations	8	348	populated values incorrectly on C2C Report.	KPMG. This metric was reported incorrectly.	data, KPMG has calculated a new value.
MR-1-05	Average Response Time - Trouble Report History (by TN/Circuit) – Electronic Bonding	Retail	Electronic Bonding	Average	.71	.55	Verizon populated values incorrectly on C2C Report.		
MR-1-05	Average Response Time - Trouble Report History (by TN/Circuit) - Web GUI	CLEC	Web GUI	Average	2.34	2.32	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
MR-1-06	Average Response Time - Test Trouble (POTS Only) - Web GUI	Retail	Web GUI	Average	44.96	(0.00) 47.36	(Unknown) Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	After further analysis of the data, KPMG has calculated a new value.
				Observations	785	1139			
MR-1-06	Average Response Time - Test Trouble (POTS Only) - Electronic Bonding	Retail	Electronic Bonding	Average	44.96	47.36	Verizon populated values incorrectly on C2C Report.		
MR-1-06	Average Response Time - Test Trouble (POTS Only) - Web GUI	CLEC	Web GUI	Average	36.82	35.10	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
MR-2-02	Network Trouble Report Rate – Loop - Southern	UNE	POTS	Average	NA	UD	Verizon populated values incorrectly on C2C Report.	VZ concurs with KPMG. The metric was reported incorrectly. VZ did not have the required line counts to report this metric at geographic level in June.	Agree.

Metric Number	<u>Metric Description</u>	Product	Product Type	Value	Difference		Finding	Verizon Response	KPMG Response (12/27/00)
					Verizon	KPMG			
MR-2-02	Network Trouble Report Rate – Loop - Raritan	UNE	POTS	Average	NA	UD	Verizon populated values incorrectly on C2C Report.	VZ concurs with KPMG. The metric was reported incorrectly. VZ did not have the required line counts to report this metric at geographic level in June.	Agree.
MR-2-02	Network Trouble Report Rate – Loop – Hudson-Brgn	UNE	POTS	Average	NA	UD	Verizon populated values incorrectly on C2C Report.	VZ concurs with KPMG. The metric was reported incorrectly. VZ did not have the required line counts to report this metric at geographic level in June.	Agree.
MR-2-03	Network Trouble Report Rate – Central Office – Total - Suburban	UNE	POTS	Average	NA	UD	Verizon populated values incorrectly on C2C Report.	VZ concurs with KPMG. The metric was reported incorrectly. VZ did not have the required line counts to report this metric at geographic level in June.	Agree.
MR-2-03	Network Trouble Report Rate – Central Office – Total – Hudson-Brgn	UNE	POTS	Average	NA	UD	Verizon populated values incorrectly on C2C Report.	VZ concurs with KPMG. The metric was reported incorrectly. VZ did not have the required line counts to report this metric at geographic level in June.	Agree.

Metric Number	<u>Metric Description</u>	Product	Product Type	Value	Difference		Finding	Verizon Response	KPMG Response (12/27/00)
					Verizon	KPMG			
MR-2-03	Network Trouble Report Rate – Central Office – Total - Raritan	UNE	POTS	Average	NA	UD	Verizon populated values incorrectly on C2C Report.	VZ concurs with KPMG. The metric was reported incorrectly. VZ did not have the required line counts to report this metric at geographic level in June.	Agree.
MR-2-03	Network Trouble Report Rate – Central Office – Loop - State	UNE	POTS	Average	NA	UD	Verizon populated values incorrectly on C2C Report.	VZ concurs with KPMG. The metric was reported incorrectly. VZ did not have the required line counts to report this metric at geographic level in June.	Agree.
MR-2-03	Network Trouble Report Rate – Central Office – Loop - Suburban	UNE	POTS	Average	NA	UD	Verizon populated values incorrectly on C2C Report.	VZ concurs with KPMG. The metric was reported incorrectly. VZ did not have the required line counts to report this metric at geographic level in June.	Agree.
MR-2-03	Network Trouble Report Rate – Central Office – Loop – Hudson-Brgn	UNE	POTS	Average	NA	UD	Verizon populated values incorrectly on C2C Report.	VZ concurs with KPMG. The metric was reported incorrectly. VZ did not have the required line counts to report this metric at geographic level in June.	Agree.

Metric Number	<u>Metric Description</u>	Product	Product Type	Value	Difference		Finding	Verizon Response	KPMG Response (12/27/00)
					Verizon	KPMG			
MR-2-03	Network Trouble Report Rate – Central Office – Loop - Raritan	UNE	POTS	Average	NA	UD	Verizon populated values incorrectly on C2C Report.	VZ concurs with KPMG. The metric was reported incorrectly. VZ did not have the required line counts to report this metric at geographic level in June.	Agree.
MR-2-04	% Subsequent Reports – State	UNE	2 Wire Digital	Observations	849	100	Verizon populated values incorrectly on C2C Report.	VZ reported 849 Retail observations and 100 CLEC observations. VZ believes KPMG is reporting the UNE observations as the Retail observations.	Agree. This issue should be closed.
MR-2-04	% Subsequent Reports – Southern	UNE	2 Wire xDSL	Observations	26	6	Verizon populated values incorrectly on C2C Report.	VZ reported 26 Retail observations and 6 CLEC observations. VZ believes KPMG is reporting the UNE observations as the Retail observations.	Agree. This issue should be closed.
MR-2-04	% Subsequent Reports – Easternshore	UNE	2 Wire xDSL	Observations	21	10	Verizon populated values incorrectly on C2C Report.	VZ reported 21 Retail observations and 10 CLEC observations. VZ believes KPMG is reporting the UNE observations as the Retail observations.	Agree. This issue should be closed.

Metric Number	<u>Metric Description</u>	Product	Product Type	Value	Difference		Finding	Verizon Response	KPMG Response (12/27/00)
					Verizon	KPMG			
MR-2-04	% Subsequent Reports – Suburban	UNE	2 Wire xDSL	Observations	73	50	Verizon populated values incorrectly on C2C Report.	VZ reported 73 Retail observations and 50 CLEC observations. VZ believes KPMG is reporting the UNE observations as the Retail observations.	Agree. This issue should be closed.
MR-2-04	% Subsequent Reports – Hudson-Brgn	UNE	2 Wire xDSL	Observations	222	239	Verizon populated values incorrectly on C2C Report.	VZ reported 222 Retail observations and 239 CLEC observations. VZ believes KPMG is reporting the UNE observations as the Retail observations.	Agree. This issue should be closed.
MR-2-04	% Subsequent Reports – Raritan	UNE	2 Wire xDSL	Observations	69	41	Verizon populated values incorrectly on C2C Report.	VZ reported 69 Retail observations and 41 CLEC observations. VZ believes KPMG is reporting the UNE observations as the Retail observations.	Agree. This issue should be closed.
MR-2-05	% CPE/TOK/FOK Trouble Report Rate - Total* - State	UNE	POTS	Percentage	NA	UD	Verizon populated values incorrectly on C2C Report.	VZ concurs with KPMG. The metric was reported incorrectly. VZ did not have the required line counts to report this metric at geographic level in June.	Agree.

Metric Number	<u>Metric Description</u>	Product	Product Type	Value	Difference		Finding	Verizon Response	KPMG Response (12/27/00)
					Verizon	KPMG			
MR-2-05	% CPE/TOK/FOK Trouble Report Rate - Total* - Southern	UNE	POTS	Percentage	NA	UD	Verizon populated values incorrectly on C2C Report.	VZ concurs with KPMG. The metric was reported incorrectly. VZ did not have the required line counts to report this metric at geographic level in June.	Agree.
MR-2-05	% CPE/TOK/FOK Trouble Report Rate - Total* - Suburban	UNE	POTS	Percentage	NA	UD	Verizon populated values incorrectly on C2C Report.	VZ concurs with KPMG. The metric was reported incorrectly. VZ did not have the required line counts to report this metric at geographic level in June.	Agree.
MR-2-05	% CPE/TOK/FOK Trouble Report Rate - Total* - Hudson-Brgn	UNE	POTS	Percentage	NA	UD	Verizon populated values incorrectly on C2C Report.	VZ concurs with KPMG. The metric was reported incorrectly. VZ did not have the required line counts to report this metric at geographic level in June.	Agree.
MR-2-05	% CPE/TOK/FOK Trouble Report Rate - Total* - Raritan	UNE	POTS	Percentage	NA	UD	Verizon populated values incorrectly on C2C Report.	VZ concurs with KPMG. The metric was reported incorrectly. VZ did not have the required line counts to report this metric at geographic level in June.	Agree.

Metric Number	<u>Metric Description</u>	Product	Product Type	Value	Difference		Finding	Verizon Response	KPMG Response (12/27/00)
					Verizon	KPMG			
MR-2-05	% CPE/TOK/FOK Trouble Report Rate – Loop - State	UNE	POTS	Percentage	NA	UD	Verizon populated values incorrectly on C2C Report.	VZ concurs with KPMG. The metric was reported incorrectly. VZ did not have the required line counts to report this metric at geographic level in June.	Agree.
MR-2-05	% CPE/TOK/FOK Trouble Report Rate – Loop - Southern	UNE	POTS	Percentage	NA	UD	Verizon populated values incorrectly on C2C Report.	VZ concurs with KPMG. The metric was reported incorrectly. VZ did not have the required line counts to report this metric at geographic level in June.	Agree.
MR-2-05	% CPE/TOK/FOK Trouble Report Rate – Loop - Suburban	UNE	POTS	Percentage	NA	UD	Verizon populated values incorrectly on C2C Report.	VZ concurs with KPMG. The metric was reported incorrectly. VZ did not have the required line counts to report this metric at geographic level in June.	Agree.
MR-2-05	% CPE/TOK/FOK Trouble Report Rate – Loop – Hudson-Brgn	UNE	POTS	Percentage	NA	UD	Verizon populated values incorrectly on C2C Report.	VZ concurs with KPMG. The metric was reported incorrectly. VZ did not have the required line counts to report this metric at geographic level in June.	Agree.

Metric Number	Metric Description	Product	Product Type	Value	Difference		Finding	Verizon Response	KPMG Response (12/27/00)
					Verizon	KPMG			
MR-2-05	% CPE/TOK/FOK Trouble Report Rate – Loop - Raritan	UNE	POTS	Percentage	NA	UD	Verizon populated values incorrectly on C2C Report.	VZ concurs with KPMG. The metric was reported incorrectly. VZ did not have the required line counts to report this metric at geographic level in June.	Agree.
MR-3-03	% Missed Repair Appointment — CPE /TOK/FOK - Raritan	UNE	2 Wire xDSL	Percentage	57.92	56.92	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
MR-3-03	% Missed Repair Appointment — CPE /TOK/FOK - Southern	UNE	2 Wire xDSL	Percentage	57.52	56.52	Verizon populated values incorrectly on C2C Report.		
MR-4-01	Mean Time To Repair – Total	Retail	Trunks	Average	4.17	4.41	Verizon calculated metric values incorrectly.		
				Observations	24	22			
MR-4-04	% Cleared (all troubles) within 24 Hours	Retail	Trunks	Observations	24	22	Verizon calculated metric values incorrectly.		
MR-4-05	% Out of Service > 2 Hours	Retail	Trunks	Percentage	70.83	72.73	Verizon calculated metric values incorrectly.		
				Observations	24	22			
				Sampling Error	27.83	27.41			
MR-4-06	% Out of Service > 4 hours - Southern	(Resale) Retail	POTS / Complex Services Combined	Percentage	92.53	90.66	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	71212	13874			
MR-4-06	% Out of Service > 4 hours - Southern	(Retail) Resale	POTS / Complex Services Combined	Percentage	NA	93.40	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	KPMG entered Verizon's reported Observations as NA instead of No Value in this table.
				Observations	(NA) No Value	686			
MR-4-06	% Out of	(Resale)	POTS /	Percentage	92.53	93.33	Verizon	Verizon	Agree.

Metric Number	Metric Description	Product	Product Type	Value	Difference		Finding	Verizon Response	KPMG Response (12/27/00)
					Verizon	KPMG			
	Service > 4 hours - Easternshore	Retail	Complex Services Combined	Observations	71212	13504	populated values incorrectly on C2C Report.	concur with KPMG. This metric was reported incorrectly.	
MR-4-06	% Out of Service > 4 hours - Easternshore	(Retail) Resale	POTS / Complex Services Combined	Percentage	NA	97.50	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	KPMG entered Verizon's reported Observations as NA instead of No Value in this table.
				Observations	(NA) No Value	320			
MR-4-06	% Out of Service > 4 hours - Raritan	(Resale) Retail	POTS / Complex Services Combined	Percentage	92.53	91.26	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	71212	9416			
MR-4-06	% Out of Service > 4 hours - Raritan	(Retail) Resale	POTS / Complex Services Combined	Percentage	NA	96.68	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	KPMG entered Verizon's reported Observations as NA instead of No Value in this table.
				Observations	(NA) No Value	211			
MR-4-06	% Out of Service > 4 hours - Suburban	(Resale) Retail	POTS / Complex Services Combined	Percentage	92.53	94.67	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	71212	17191			
MR-4-06	% Out of Service > 4 hours - Suburban	(Retail) Resale	POTS / Complex Services Combined	Percentage	NA	97.02	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	KPMG entered Verizon's reported Observations as NA instead of No Value in this table.
				Observations	(NA) No Value	738			
MR-4-06	% Out of Service > 4 hours - Hudson-Brgn	(Resale) Retail	POTS / Complex Services Combined	Percentage	92.53	91.97	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	71212	17227			
MR-4-06	% Out of Service > 4 hours - Hudson-Brgn	(Retail) Resale	POTS / Complex Services Combined	Percentage	NA	96.75	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	KPMG entered Verizon's reported Observations as NA instead of No Value in this table.
				Observations	(NA) No Value	400			
MR-4-06	% Out of	Retail	Trunks	Percentage	37.50	40.91	Verizon		

Metric Number	Metric Description	Product	Product Type	Value	Difference		Finding	Verizon Response	KPMG Response (12/27/00)
					Verizon	KPMG			
	Service > 4 hours			Observations	24	22	calculated metric values incorrectly.		
				Sampling Error	29.65	30.26			
MR-4-07	% Out of Service > 12 hours	Retail	Trunks	Observations	24	22	Verizon calculated metric values incorrectly.		
MR-4-08	% Out of Service > 24 Hours	Retail	2 Wire Digital	Percentage	No Value	41.67	Verizon populated this value incorrectly on the UNE Southern (Aggregate) Tab of the C2C Report.		
				Sampling Error	No Value	49.81			
MR-4-08	% Out of Service > 24 Hours	Retail	Trunks	Observations	24	22	Verizon calculated metric values incorrectly.		
MR-5-01	Verizon calculated metric values incorrectly.	Retail	Trunks	Percentage	8.33	9.02	Verizon calculated metric values incorrectly.		
				Observations	24	22			
				Sampling Error	16.93	17.69			
PR-1-01	Average Interval Offered – Total No Dispatch - Other (Switch & INP)	Retail	POTS	Standard Deviation	2.14	14.57	Verizon populated this value incorrectly on the UNE Easternshore (Aggregate) Tab of the C2C Report.		
PR-1-09	Average Interval Offered – Total > 192 Forecasted & Unforecasted	Resale	Trunks	Observations	54	53	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
PR-1-11	Average Interval Offered – Disconnects – Dispatch	Retail	POTS and Complex Aggregate	Observations	No Value	4	Verizon populated this value incorrectly on the UNE Easternshore (Aggregate) Tab of the C2C Report.		

Metric Number	<u>Metric Description</u>	Product	Product Type	Value	Difference		Finding	Verizon Response	KPMG Response (12/27/00)
					Verizon	KPMG			
PR-1-11	Average Interval Offered – Disconnects – Dispatch	Retail	POTS and Complex Aggregate	Observations	No Value	5	Verizon populated this value incorrectly on the UNE Raritan (Aggregate) Tab of the C2C Report.		
PR-1-11	Average Interval Offered – Disconnects – Dispatch	Retail	POTS and Complex Aggregate	Observations	No Value	26	Verizon populated this value incorrectly on the UNE Suburban (Aggregate) Tab of the C2C Report.		
PR-1-11	Average Interval Offered – Disconnects – Dispatch	Retail	POTS and Complex Aggregate	Observations	No Value	59	Verizon populated this value incorrectly on the UNE Hudson-Bergen (Aggregate) Tab of the C2C Report.		
PR-2-02	Average Interval Completed – Total Dispatch	Retail	2 Wire xDSL	Average	6.45	7.23	Verizon populated this value incorrectly on the UNE Provisioning Tab of the C2C Report.		
				Observations	2687	477			
				Sampling Error	.14	.34			
				Z-Score	-50.14	-18.82			
PR-2-11	Average Interval Completed – Disconnects – Dispatch	Retail	POTS and Complex Aggregate	Observations	No Value	2	Verizon populated this value incorrectly on the UNE Easternshore (Aggregate) Tab of the C2C Report.		

Metric Number	Metric Description	Product	Product Type	Value	Difference		Finding	Verizon Response	KPMG Response (12/27/00)
					Verizon	KPMG			
PR-2-11	Average Interval Completed – Disconnects – Dispatch	Retail	POTS and Complex Aggregate	Observations	No Value	3	Verizon populated this value incorrectly on the UNE Raritan (Aggregate) Tab of the C2C Report.		
PR-2-11	Average Interval Completed – Disconnects – Dispatch	Retail	POTS and Complex Aggregate	Observations	No Value	21	Verizon populated this value incorrectly on the UNE Suburban (Aggregate) Tab of the C2C Report.		
PR-2-11	Average Interval Completed – Disconnects – Dispatch	Retail	POTS and Complex Aggregate	Observations	No Value	46	Verizon populated this value incorrectly on the UNE Hudson-Bergen (Aggregate) Tab of the C2C Report.		
PR-3-07	% Completed in 4 Days (1-5 Lines - Total)	Retail	POTS	Percentage	9.23	82.36	Verizon populated this value incorrectly on the UNE Provisioning Tab of the C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
PR-3-08	% Completed in 5 Days (1-5 Lines – No Dispatch)	Retail	POTS	Percentage	8.85	92.72	Verizon populated this value incorrectly on the UNE Provisioning Tab of the C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
PR-3-10	% Completed w/in 6 Days (1-5 lines) Total	UNE	2 Wire Digital	Percentage	NA	33.33	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	3			
PR-3-10	% Completed w/in 6 Days (1-5 lines) Total	UNE	2 Wire Digital	Percentage	1.00	2.71	Verizon populated this value incorrectly on the C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.

Metric Number	<u>Metric Description</u>	Product	Product Type	Value	Difference		Finding	Verizon Response	KPMG Response (12/27/00)
					Verizon	KPMG			
	w/in 6 Days (1-5 lines) Total		xDSL	Observations	3	479	populated values incorrectly on C2C Report.	concur with KPMG. This metric was reported incorrectly.	
PR-4-02	Average Delay Days – Total	Retail	2 Wire xDSL	Observations	No Value	10	Verizon populated this value incorrectly on the UNE Easternshore (Aggregate) Tab of the C2C Report.		
				Sampling Error	No Value	5.96			
PR-4-02	Average Delay Days – Total	Retail	2 Wire xDSL	Observations	No Value	1	Verizon populated this value incorrectly on the UNE Raritan (Aggregate) Tab of the C2C Report.		
				Sampling Error	No Value	14.46			
				Z-Score	No Value	-0.25			
PR-4-02	Average Delay Days – Total	Retail	2 Wire xDSL	Observations	No Value	13	Verizon populated this value incorrectly on the UNE Suburban (Aggregate) Tab of the C2C Report.		
				Sampling Error	No Value	5.04			
				Z-Score	No Value	-0.23			
PR-4-02	Average Delay Days – Total	Retail	2 Wire xDSL	Observations	No Value	16	Verizon populated this value incorrectly on the UNE Hudson-Bergen (Aggregate) Tab of the C2C Report.		
				Sampling Error	No Value	5.03			
				Z-Score	No Value	-0.67			
PR-4-02	Average Delay Days – Total	UNE	2 Wire xDSL	Average	6.16	6.28	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.

Metric Number	Metric Description	Product	Product Type	Value	Difference		Finding	Verizon Response	KPMG Response (12/27/00)
					Verizon	KPMG			
PR-4-03	% Missed Appointment – Customer	UNE	2 Wire xDSL	Average	159.41	27.41	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
PR-4-03	% Missed Appointment – Customer	UNE	POTS	Percentage	160.06	28.06	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
PR-4-05	% Missed Appointment – Bell Atlantic – No Dispatch – Other - State	UNE	POTS	Percentage	NA	3.84	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	677			
PR-4-05	% Missed Appointment – Bell Atlantic – No Dispatch – Other - Southern	UNE	POTS	Percentage	NA	0.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	4			
PR-4-05	% Missed Appointment – Bell Atlantic – No Dispatch – Other - Easternshore	UNE	POTS	Percentage	NA	10	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	50			
PR-4-05	% Missed Appointment – Bell Atlantic – No Dispatch – Other - Raritan	UNE	POTS	Percentage	NA	4.84	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	124			
PR-4-05	% Missed Appointment – Bell Atlantic – No Dispatch – Other - Suburban	UNE	POTS	Percentage	NA	1.86	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	161			
PR-4-05	% Missed Appointment – Bell Atlantic – No Dispatch – Other – Hudson-Brgn	UNE	POTS	Percentage	NA	3.18	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	283			
PR-4-07	% On Time	UNE	POTS	Percentage	NA	100.00	Verizon	Verizon	Agree.

Metric Number	Metric Description	Product	Product Type	Value	Difference		Finding	Verizon Response	KPMG Response (12/27/00)
					Verizon	KPMG			
	Performance – LNP - State			Observations	No Value	10	populated values incorrectly on C2C Report.	concur with KPMG. This metric was reported incorrectly.	
PR-4-08	% MA – Customer – Due to Late Order Conf. - Other (Switch & INP) - State	UNE	2 Wire xDSL	Percentage	159.41	27.41	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
PR-4-08	% MA – Customer – Due to Late Order Conf. - Other (Switch & INP) - State	UNE	POTS	Percentage	NA	28.24	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	1434			
PR-4-08	% MA – Customer – Due to Late Order Conf. - Other (Switch & INP) - Southern	UNE	POTS	Percentage	NA	0.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	9			
PR-4-08	% MA – Customer – Due to Late Order Conf. - Other (Switch & INP) - Easternshore	UNE	POTS	Percentage	NA	24.71	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	85			
PR-4-08	% MA – Customer – Due to Late Order Conf. - Other (Switch & INP) - Raritan	UNE	POTS	Percentage	NA	24.68	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	235			
PR-4-08	% MA – Customer – Due to Late Order Conf. - Other (Switch & INP) - Suburban	UNE	POTS	Percentage	NA	34.53	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	307			
PR-4-08	% MA – Customer – Due to Late Order Conf. - Other (Switch & INP) – Hudson-Brgn	UNE	POTS	Percentage	NA	29.22	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	705			

Metric Number	Metric Description	Product	Product Type	Value	Difference		Finding	Verizon Response	KPMG Response (12/27/00)
					Verizon	KPMG			
PR-4-11	% MA – BA – Std. Interval (W Coded) Orders – No Disp. – Other - State	UNE	POTS	Percentage	NA	4.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	625			
PR-4-11	% MA – BA – Std. Interval (W Coded) Orders – No Disp. – Other - Southern	UNE	POTS	Percentage	NA	0.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	3			
PR-4-11	% MA – BA – Std. Interval (W Coded) Orders – No Disp. – Other - Easternshore	UNE	POTS	Percentage	NA	11.11	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	45			
PR-4-11	% MA – BA – Std. Interval (W Coded) Orders – No Disp. – Other - Raritan	UNE	POTS	Percentage	NA	5.17	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	116			
PR-4-11	% MA – BA – Std. Interval (W Coded) Orders – No Disp. – Other - Suburban	UNE	POTS	Percentage	NA	1.33	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	150			
PR-4-11	% MA – BA – Std. Interval (W Coded) Orders – No Disp. – Other – Hudson-Brgn	UNE	POTS	Percentage	NA	3.46	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	260			
PR-5-01	% Missed Appointment – Bell Atlantic – Facilities	Retail	Trunks	Observations	3	9337	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	After further analysis of the data, KPMG added two more fields.
				Sampling Error	1.00	.03			
				Z-Score	.03	1.15			
PR-5-01	% Missed Appointment – Bell Atlantic – Facilities	Resale	Trunks	Observations	2492	7255	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
PR-5-02	% Orders Held	Retail	Trunks	Percentage	NA	0.00	Verizon	Verizon	Agree.

Metric Number	Metric Description	Product	Product Type	Value	Difference		Finding	Verizon Response	KPMG Response (12/27/00)
					Verizon	KPMG			
	for Facilities > 15 Days			Observations	No Value	9337	populated values incorrectly on C2C Report.	concur with KPMG. This metric was reported incorrectly.	
PR-5-02	% Orders Held for Facilities > 15 Days	Resale	Trunks	Percentage	NA	0.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	7255			
PR-5-03	% Orders Held for Facilities > 60 Days	Retail	Trunks	Percentage	NA	0.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	9337			
PR-5-03	% Orders Held for Facilities > 60 Days	Resale	Trunks	Percentage	NA	0.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	7255			
PR-6-01	% Installation Troubles reported within 30 Days - Raritan	UNE	2 Wire Digital	Percentage	0	400	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
PR-6-01	% Installation Troubles reported within 30 Days - Suburban	UNE	2 Wire Digital	Percentage	0	800	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
PR-6-01	% Installation Troubles reported within 30 Days – Hudson-Brgn	UNE	2 Wire Digital	Percentage	0	2100.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
PR-6-01	% Installation Troubles reported within 30 Days - State	UNE	2 Wire xDSL	Percentage	17.16	17.28	Verizon populated values incorrectly on C2C Report.		
				Z-Score	-46.20	-46.55			
PR-6-01	% Installation Troubles reported within	Retail	Trunks	Percentage	1.00	.03	Verizon populated values		
				Sampling Error	.16	.03			

Metric Number	<u>Metric Description</u>	Product	Product Type	Value	Difference		Finding	Verizon Response	KPMG Response (12/27/00)
					Verizon	KPMG			
	30 Days			Z-Score	-4.30	0.16	incorrectly on C2C Report.		
PR-6-01	% Installation Troubles reported within 30 Days	Resale	Trunks	Percentage	1.67	.03	Verizon populated value incorrectly on C2C Report.		
PR-6-02	% Installation Troubles reported within 7 Days – Loop - Raritan	UNE	POTS	Percentage	.57	.56	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Closed. These values are only off by .01 and should not have been included in this Table.
PR-6-03	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE - State	Resale	2 Wire Digital	Percentage	No Value	5.41	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
PR-6-03	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE - Southern	Resale	2 Wire Digital	Percentage	0	50	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
PR-6-03	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE - Raritan	Resale	2 Wire Digital	Percentage	No Value	12.50	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
PR-6-03	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE – Hudson-Brgh	Resale	2 Wire Digital	Percentage	No Value	0.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
PR-6-03	% Installation Troubles reported within 30 Days - State	UNE	2 Wire xDSL	Percentage	17.16	17.28	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
PR-6-03	% Installation Troubles reported within 30 Days - Raritan	UNE	2 Wire Digital	Percentage	0.00	900.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.

Metric Number	Metric Description	Product	Product Type	Value	Difference		Finding	Verizon Response	KPMG Response (12/27/00)
					Verizon	KPMG			
PR-6-03	% Installation Troubles reported within 30 Days - Suburban	UNE	2 Wire Digital	Percentage	0.00	300.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
PR-6-03	% Installation Troubles reported within 30 Days – Hudson-Brgn	UNE	2 Wire Digital	Percentage	0.00	700.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
PR-6-03	% Installation Troubles reported within 30 Days – FOK/TOK/CPE – Other – Hudson-Brgn	UNE	POTS	Percentage	No Value	NA	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	0			
PR-8-01	% Open Orders in a Hold Status > 30 Days	Retail	Trunks	Percentage	NA	1.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	9337			
PR-8-01	% Open Orders in a Hold Status > 30 Days	Resale	Trunks	Percentage	NA	1.67	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	7255			
PR-8-02	% Open Orders in a Hold Status > 90 Days	Retail	Trunks	Percentage	NA	.02	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	9337			
PR-8-02	% Open Orders in a Hold Status > 90 Days	Resale	Trunks	Percentage	NA	.03	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	7255			
PR-9-01	% On Time Performance - Hot Cuts - State	UNE	POTS	Percentage	92.99	93.06	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	314	317			
PR-9-01	% On Time Performance	UNE	POTS	Percentage	UD	92.59	Verizon populated	Verizon concurs with	Agree.

Metric Number	Metric Description	Product	Product Type	Value	Difference		Finding	Verizon Response	KPMG Response (12/27/00)
					Verizon	KPMG			
	Performance - Hot Cuts - Southern			Observations	No Value	27	populated values incorrectly on C2C Report.	concur with KPMG. This metric was reported incorrectly.	
PR-9-01	% On Time Performance - Hot Cuts - Easternshore	UNE	POTS	Percentage	UD	100.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	9			
PR-9-01	% On Time Performance - Hot Cuts - Raritan	UNE	POTS	Percentage	UD	94.59	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	37			
PR-9-01	% On Time Performance - Hot Cuts - Suburban	UNE	POTS	Percentage	UD	94.12	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	51			
PR-9-01	% On Time Performance - Hot Cuts - Hudson-Brgn	UNE	POTS	Percentage	UD	92.23	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	193			
PR-9-02	% Early Cuts - Lines - State	UNE	POTS	Percentage	NA	0.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	1431			
PR-9-02	% Early Cuts - Lines - Southern	UNE	POTS	Percentage	NA	0.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	136			
PR-9-02	% Early Cuts - Lines - Easternshore	UNE	POTS	Percentage	NA	0.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	27			
PR-9-02	% Early Cuts -	UNE	POTS	Percentage	NA	0.00	Verizon	Verizon	Agree.

Metric Number	Metric Description	Product	Product Type	Value	Difference		Finding	Verizon Response	KPMG Response (12/27/00)
					Verizon	KPMG			
	Lines - Raritan			Observations	No Value	160	populated values incorrectly on C2C Report.	concur with KPMG. This metric was reported incorrectly.	
PR-9-02	% Early Cuts – Lines - Suburban	UNE	POTS	Percentage	NA	0.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	243			
PR-9-02	% Early Cuts – Lines – Hudson-Brgn	UNE	POTS	Percentage	NA	0.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	865			
PR-9-03	% Early Cuts – Orders - State	UNE	POTS	Percentage	NA	0.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	317			
PR-9-03	% Early Cuts – Orders - Southern	UNE	POTS	Percentage	NA	0.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	27			
PR-9-03	% Early Cuts – Orders - Easternshore	UNE	POTS	Percentage	NA	0.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	9			
PR-9-03	% Early Cuts – Orders - Raritan	UNE	POTS	Percentage	NA	0.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	37			
PR-9-03	% Early Cuts – Orders - Suburban	UNE	POTS	Percentage	NA	0.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	51			
PR-9-03	% Early Cuts –	UNE	POTS	Percentage	NA	0.00	Verizon	Verizon	Agree.

Metric Number	Metric Description	Product	Product Type	Value	Difference		Finding	Verizon Response	KPMG Response (12/27/00)
					Verizon	KPMG			
	Orders – Hudson-Brgn			Observations	No Value	193	populated values incorrectly on C2C Report.	concur with KPMG. This metric was reported incorrectly.	
PR-9-04	% Defective Cuts – Lines - State	UNE	POTS	Percentage	NA	0.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	1431			
PR-9-04	% Defective Cuts – Lines - Southern	UNE	POTS	Percentage	NA	0.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	136			
PR-9-04	% Defective Cuts – Lines - Easternshore	UNE	POTS	Percentage	NA	0.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	27			
PR-9-04	% Defective Cuts – Lines - Raritan	UNE	POTS	Percentage	NA	0.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	160			
PR-9-04	% Defective Cuts – Lines - Suburban	UNE	POTS	Percentage	NA	0.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	243			
PR-9-04	% Defective Cuts – Lines – Hudson-Brgn	UNE	POTS	Percentage	NA	0.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	865			
PR-9-05	% Defective Cuts – Orders - State	UNE	POTS	Percentage	NA	0.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	317			
PR-9-05	% Defective	UNE	POTS	Percentage	NA	0.00	Verizon	Verizon	Agree.

Metric Number	Metric Description	Product	Product Type	Value	Difference		Finding	Verizon Response	KPMG Response (12/27/00)
					Verizon	KPMG			
	Cuts – Orders - Southern			Observations	No Value	27	populated values incorrectly on C2C Report.	concur with KPMG. This metric was reported incorrectly.	
PR-9-05	% Defective Cuts – Orders - Easternshore	UNE	POTS	Percentage	NA	0.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	9			
PR-9-05	% Defective Cuts – Orders - Raritan	UNE	POTS	Percentage	NA	0.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	37			
PR-9-05	% Defective Cuts – Orders - Suburban	UNE	POTS	Percentage	NA	0.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	51			
PR-9-05	% Defective Cuts – Orders – Hudson-Brgn	UNE	POTS	Percentage	NA	0.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	193			
PR-9-06	% Late Cuts – Lines - State	UNE	POTS	Observations	145	1431	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
PR-9-06	% Late Cuts – Lines - Southern	UNE	POTS	Observations	5	136	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
PR-9-06	% Late Cuts – Lines - Easternshore	UNE	POTS	Percentage	100	0	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.

Metric Number	<u>Metric Description</u>	Product	Product Type	Value	Difference		Finding	Verizon Response	KPMG Response (12/27/00)
					Verizon	KPMG			
PR-9-06	% Late Cuts – Lines - Raritan	UNE	POTS	Observations	4	160	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
PR-9-06	% Late Cuts – Lines - Suburban	UNE	POTS	Observations	4	243	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
PR-9-06	% Late Cuts – Lines – Hudson-Brgn	UNE	POTS	Observations	132	865	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
PR-9-07	% Late Cuts – Orders - State	UNE	POTS	Observations	22	317	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
PR-9-07	% Late Cuts – Orders - Southern	UNE	POTS	Observations	2	27	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
PR-9-07	% Late Cuts – Orders - Easternshore	UNE	POTS	Percentage	100	0	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
PR-9-07	% Late Cuts – Orders - Raritan	UNE	POTS	Observations	2	37	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
PR-9-07	% Late Cuts – Orders - Suburban	UNE	POTS	Observations	3	51	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.

Metric Number	Metric Description	Product	Product Type	Value	Difference		Finding	Verizon Response	KPMG Response (12/27/00)
					Verizon	KPMG			
PR-9-07	% Late Cuts – Orders – Hudson-Brgn	UNE	POTS	Observations	15	193	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
PR-9-08	Average Duration of Service Interruption - State	UNE	POTS	Percentage	33.06	31.99	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	32	9			
PR-9-09	% Supplemented or Cancelled Orders - State	UNE	POTS	Percentage	NA	0.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	317			
PR-9-09	% Supplemented or Cancelled Orders - Southern	UNE	POTS	Percentage	NA	0.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	27			
PR-9-09	% Supplemented or Cancelled Orders - Easternshore	UNE	POTS	Percentage	NA	0.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	9			
PR-9-09	% Supplemented or Cancelled Orders - Raritan	UNE	POTS	Percentage	NA	0.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	37			
PR-9-09	% Supplemented or Cancelled Orders - Suburban	UNE	POTS	Percentage	NA	0.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	51			
PR-9-09	% Supplemented or Cancelled Orders – Hudson-Brgn	UNE	POTS	Percentage	NA	0.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	193			
NP-2-02	Average Interval	CLEC		Average	UD	141.48	Verizon populated		

Metric Number	Metric Description	Product	Product Type	Value	Difference		Finding	Verizon Response	KPMG Response (12/27/00)
					Verizon	KPMG			
	Interval - Physical Collocation - New			Observations	No Value	21	populated values incorrectly on C2C Report.		
NP-2-03	Average Interval - SCOPE - New	CLEC		Average	UD	143.39	Verizon populated values incorrectly on C2C Report.		
				Observations	No Value	24			
NP-2-03	Average Interval - SCOPE	CLEC		Average	142.89	24.91	Verizon populated values incorrectly on C2C Report.		
				Observations	21	6			
NP-2-04	Average Interval - CCOE - BA Equipment is Secure - New	CLEC		Average	NA	144.33	Verizon populated values incorrectly on C2C Report.		
				Observations	No Value	36			
NP-2-07	% On Time - Total	CLEC		Average	100.00	112.09	Verizon populated values incorrectly on C2C Report.		
				Observations	102	91			
NP-5-01	% Network Outage Notices Sent within 30 Minutes	CLEC	Trunks	Percentage	50.60	53.01	Verizon populated value incorrectly on C2C Report.		
GE-2-01	% of Access Requests Responses Transmitted On-Time	CLEC		Observations	42	48	Verizon populated value incorrectly on C2C Report.	VZ has verified that the correct number of observations for this metric is 42.	Agree.